

The Division of Workforce Development works in partnership with federal, state and local agencies to match skilled job seekers to employers' needs. Employers and job seekers can visit any one of our Missouri Career Centers throughout the state and receive seamless and comprehensive services. They can also utilize our job matching website for all employment and training needs at



The mission of the Missouri Division of Workforce Development is to foster a skilled workforce to increase Missouri's economic growth by serving businesses and empowering job seekers through a *customer-centered, accountable, streamlined system.*

Performance Objectives: Where We Want to Go

- ❑ **Increase the number of businesses that use Workforce products and services: "market share"**
- ❑ **Improve the quality and effectiveness of Workforce products and services**

Strategies: How We're Going to Get There

Increase the quality of services provided to Missouri Businesses

- ✓ Increase accuracy of matching skills of job seeker to employer needs
- ✓ Reduce cycle time of job orders
- ✓ Solicit employer feedback and implement improvements based on response
 - Work with state and regional MECs, Chambers of Commerce to convey benefits of workforce system and identify areas of improvement.
 - Survey employers on what would make them use our system more and refer it to others
- ✓ Develop single point of contact for employers for workforce services
 - Base in Toolbox case management system; develop by industry; integrate Business Services

Improve consistency and quality of Missouri Career Centers

- ✓ Create client flow charts for each Career Center
- ✓ Research and develop benchmark processes from businesses, and devise utilization plans for Career Centers
- ✓ Implement Mystery Shopper program to evaluate Career Centers
- ✓ Strengthen case management available in Career Centers: increase skill sets of casemanagers

Increase employer market share, especially among high tech, high skill industries

- ✓ Develop partnerships to increase proportion of new jobseekers trained in high tech, high skilled industries
- ✓ Gather baseline data on skill level of clients served by workforce system
- ✓ Strategically market benefits of DWD services
- ✓ Develop strategic alliances with educational institutions, professional agencies
- ✓ Enhance relationships with educational institutions that provide training in high-skill areas

Improve DWD Products

- ✓ Develop individual Balanced Scorecard program performance reports of DWD programs compared to targets, using new federal Common Measures
- ✓ Enhance Toolbox features for evolving requirements of programs
- ✓ Develop Toolbox-based market penetration lists for Business Representatives

Implement internal and external staff improvements

- ✓ Develop Policies and Procedure manual for delivery of core services
- ✓ Develop Career Ladder program
- ✓ Publicize DWD organizational strategies and innovations
- ✓ Deliver comprehensive, need-based training program
- ✓ Work with WIB Staff/ subcontractors/ partners to identify and implement improvements

***Workforce Performance
Measures: How the system
grades itself***

- **Market Penetration Rates:** for employers and job seekers – ***NEW***
- **Job Order Cycle Time** – ***NEW***
- **Entered Employment:** the number who obtained employment in the calendar quarter after they complete services
- **Retention:** employment of workforce clients in the quarters after exit.
- **Increased Earnings:** the measured change in clients' earnings after receiving workforce services.
- **Customized Training Measures** that count the economic benefit to companies served through industry training programs.
 - number of dollars of *investment* in Missouri by firms through industry training programs
 - number of *high wage jobs* created in Missouri by firms through industry training programs
 - Increase the overall *average wage* of jobs in Missouri by firms through industry training programs
 - number of jobs retained by our ability to upgrade skills of existing workers via industry training programs
- **Customer Satisfaction Measures** that assess clients' and employers' satisfaction with workforce services
- **Return on Investment**—***NEW***
- **Efficiency/Cost per Participant**—***NEW***

***For more information on
DWD's strategic efforts,
read***



***Check the DWD intranet
website or email to
stratplanteam@ded.mo.gov.***

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***Division of
Workforce
Development***

*Our Vision: A skilled
workforce for today's jobs
and tomorrow's careers*



**FY04
Strategic Plan**